

Application No. 09/813,209  
Information Disclosure Statement

Customer No. 01933

Attorney Docket No. 01161/LH

**IN THE UNITED STATES PATENT  
AND TRADEMARK OFFICE**

Applicant(s): M. NOZAKI et al

Serial No. : 09/813,209

Filed : March 20, 2001

For : TECHNICAL SUPPORT SYSTEM

Art Unit : 3623

Examiner : Catherine M. Colon

**INFORMATION DISCLOSURE STATEMENT**

MS AMENDMENT  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

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No.: EV 478459033 US

Date of Deposit: March 17, 2005

I hereby certify that this paper is being deposited with the United States Postal Service with sufficient postage "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450

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In the event that this Paper is late filed, and the necessary petition for extension of time is not filed concurrently herewith, please consider this as a Petition for the requisite extension of time, and to the extent not tendered by any form PTO-2038 which may be attached hereto, authorization to charge the extension fee, or any other fee required in connection with this Paper to Account No. 06-1378.

S I R :

Submitted herewith is a form PTO/SB/08A listing the particulars of six U.S. publications and one literature reference which were cited by the Examiner in related application Serial Nos. 10/002,744 and 10/002,745.

A form 2038 is enclosed to cover the USPTO fee of \$180.00 as set forth under 37 CFR 1.17(p) for filing an IDS at this stage of prosecution (after issuance of a first Office Action).

Authorization is given to charge any additional fees which may be required, or to credit any overpayment, to Account No. 06-1378.

It is respectfully requested that the Examiner return an initialed copy of the attached form PTO/SB/08A to confirm that

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the publications listed thereon have all been considered and made of record.

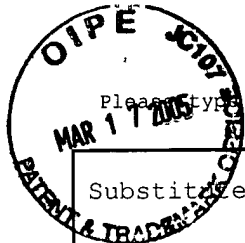
Respectfully submitted,

A handwritten signature in dark ink, appearing to read 'DH', with a horizontal line extending to the right.

Douglas Holtz  
Reg. No. 33,902

Dated: March 17, 2005

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	Filing Date		March 20, 2001				
	First Named Inventor		M. NOZAKI				
	Group Art Unit		3623				
	Examiner Name		Catherine M. Colon				
Sheet	1	of	2	Attorney Docket Number		01161/LH	

**U.S. PATENT DOCUMENTS**

Exam. Inits*	Cite No <sup>1</sup>	Document Number	Kind Code <sup>2</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
		5,964,891	A	CASWELL et al	10-12-1999	
		2002/0032672	A1	KEITH, JR.	03-14-2002	
		2002/0059369	A1	KERN et al	05-16-2002	
		2002/0120684	A1	CHRISTFORT et al	08-29-2002	
		6,539,419	B2	BECK et al	03-25-2003	
		6,735,592	B1	NEUMANN et al	05-11-2004	
		6,802,042	B2	RANGAN et al	10-05-2004	

**FOREIGN PATENT DOCUMENTS**

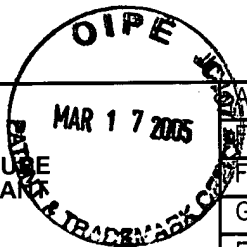
Exam Inits*	Cite No <sup>1</sup>	Offc <sup>3</sup>	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T <sup>6</sup>

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		Examiner Name	Catherine M. Colon		
Sheet	2	of	2	Attorney Docket Number	01161/LH
<b>NON PATENT LITERATURE DOCUMENTS</b>					
Exam Inits <sup>7</sup>	Cite No <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.			T <sup>6</sup>
		Hilbert, David M., et al., "An Approach to Large-Scale Collection of Application Usage Data Over the Internet" Proceeding of the 20 <sup>th</sup> International Conference on Software Engineering, April 1998 ISBN 0-8186-8368-6, pages 136-142.			
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